

COMPLAINT FORM

Wis. Stats. 38.50 (7)
Form EAB 3.01 (Rev. 3/09)



STATE OF WISCONSIN
EDUCATIONAL APPROVAL BOARD
30 W. MIFFLIN STREET, 9TH FLOOR
MADISON, WI 53703
(608) 266-1996

Under Wis. Admin. Code EAB 4.08 (2), the Educational Approval Board (EAB) has the authority to investigate complaints involving EAB-approved schools. Every EAB-approved school has a process to resolve complaints. Before a complaint is filed with the EAB, the complainant must attempt to resolve the matter with the school. If the matter cannot be resolved, a complaint may be filed with the EAB. Complaints must be filed within one year. A complaint involving a student must be filed within one year of the student's last recorded date of attendance.

Notice: Under Wisconsin's Open Records Law, Wis. Stats., Ch. 19, complaints will generally be available for review on request from a member of the public after the EAB has acted.

I. COMPLAINANT INFORMATION

Complainant's Last Name: Leikness	Complainant's First Name: Bradley	Complainant's Middle Name: S
Address: [REDACTED]		
City: Stoughton	State: WI	Zip Code: 53589
Daytime Telephone Number: [REDACTED]	E-mail Address: [REDACTED]	Date of Complaint: 8-26-2010
School Name: Westwood College Online		

Are (or were) you a student of the school? Yes No

If YES, provide the following information:

Start Date of Program: October 2009	Last Date of Attendance: August 21, 2010	Cost of Program: \$5900.00
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If NO, indicate your relationship with the school (e.g., parent of a student, school official, etc.):

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II. DETAILS OF COMPLAINT

1. What are the events that led to this complaint? Specify pertinent dates, monies paid, balances owed, school staff involved. **Attach any documentation which will help describe the problem and substantiate allegations such as a signed enrollment agreement, school catalog, loan papers, or correspondence.**

I read an article about the school in the Wisconsin State Journal that appeared on Friday, August 20, 2010. It stated that Westwood College is not licensed in Wisconsin by the Educational Approval Board. During the course of taking classes for the May Term at Westwood I did a research paper on my area of study and found that the degree I would need was more than what I was led to believe. I had been told that a bachelor's degree would be good for a degree in Business Administration in Healthcare Management. I found that for a job it would be sufficient for entry level positions. A masters degree is really needed and from a school that is accredited. That list of schools can be found from the Commission on Accreditation of Healthcare Management Education. I feel that I have been provided false information from Westwood. I have taken out loans in the amount of around \$5900. They are charging me for this term even though I dropped from classes on Tuesday August 24, 2010 (the start of the third week for the August term). During that phone conversation I told them my reason for dropping my classes and withdrawing from

the school. Their response was that I would still be charged for the current term.

2. How have you attempted to resolve the complaint with the school?

Yes. I stated that I found out they are not licensed in Wisconsin by your board and said that if I had known that, that I would never have enrolled in classes through their online school. The individual I spoke with argued every point I made that is clearly stated within the news article. I then spoke to my academic advisor and she stated that I was still responsible for the classes that I have taken - even the two classes for the August term, which I had only taken for approximately two weeks.

3. How would you like to see the complaint resolved? For example, seeking a refund of tuition, additional training, etc.

I would like to be reimbursed for the expenses that I have already incurred from attending these classes. I feel that I have wasted time in pursuing a degree that is useless to me while Westwood is not licensed by your board and is not on the list of accredited schools that is provided by the previously mentioned Commission on Accreditation of Healthcare Management Education.

4. Have you filed this complaint with another organization?

Yes No

If yes, list the organization's name and the outcome of the complaint below:

Name of Organization:

Outcome:

5. Have you contacted a private attorney?

Yes No

6. Have you started a court action?

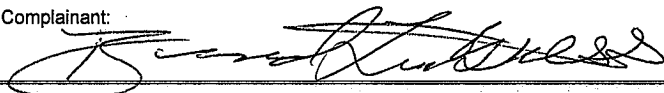
Yes No

If yes, provide specifics below:

III. CERTIFICATION

I hereby certify that I am the named complainant and that the above statements are true. I understand that this complaint and the information provided will be shared with the school.

Signature of Complainant:



Date:

August 26, 2010

FOR EAB USE ONLY

Date Complaint Received:

EAB Consultant Assigned:

Date Complaint Closed:

Disposition:

